
Getting Started

This chapter contains information used for running and setting up Traffic Analysis for initial use.

Before using Traffic Analysis, you must install and configure it as part of Meridian Administration Tools. Refer to Getting Started in the *MAT Common Services User Guide* for complete details on installing Traffic Analysis and assigning it to a site and system.

System access

To access Traffic Analysis from the MAT Navigator, click the desired site and system and click **Traffic Analysis** from the Telemanagement menu. The main Traffic Analysis window will appear.

After you have assigned Traffic Analysis to a site and system, you can use it to collect traffic data, generate reports and graphs and maintain its databases.

Before you can begin collecting traffic data and report on it, you must enter the parameters for the data collection and report generation processes. The following section provides a complete example of how to accomplish these tasks, as well as instructions for scheduling and starting data collection from the Meridian 1.

WARNING

When a Limited Access Password (LAPW) is defined to collect traffic data from Overlay 2, configure the password to have access to all customers by setting the CUST prompt to ALL. For more information about Limited Access to Overlays, see the X11 Software Features Guide.

Traffic Analysis example

The following example is provided to assist you in setting up Traffic Analysis.

Note: The instructions in this example assume that you have successfully installed the MAT software and completed the MAT configuration tasks described in the *MAT Common Services User Guide*.

This example illustrates how to accomplish the following tasks:

- Run MAT and open a site and system
- Run Traffic Analysis
- Set up the Meridian 1 for traffic collection
- Collect traffic data from the Meridian 1
- Print a D-Channel Report that contains data for incoming and outgoing calls

Run MAT & open site/system

Before you run Traffic Analysis, you must first run the MAT Navigator and open this site and system. You can then select Traffic Analysis from the Telemanagement menu in this system's window.

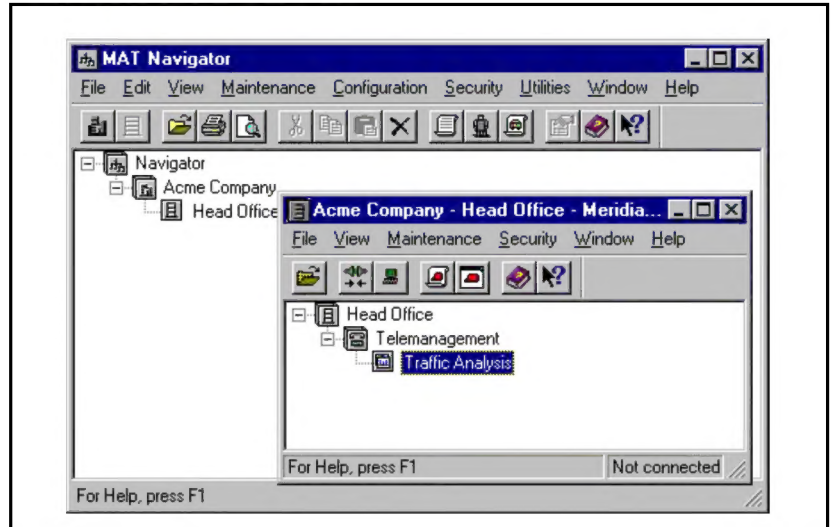
Note: This system must already have been created using the System Configuration function. Refer to the *MAT Common Services User Guide* for more details on the System Configuration function.

Perform the following steps to open the site and system.

- 1** Run the MAT Navigator by clicking the **MAT Navigator** icon. At the Login dialog which appears, enter your user ID and password and click **OK** to continue.
- 2** To open the site and system for this example (e.g., site name is Acme Company and system name is Head Office), click **Acme Company** in the MAT Navigator window and double-click **Head Office** from this site.

This will access the system window for Head Office.

Figure 1
MAT Navigator Site/System



Run Traffic Analysis

Perform the following steps to run Traffic Analysis.

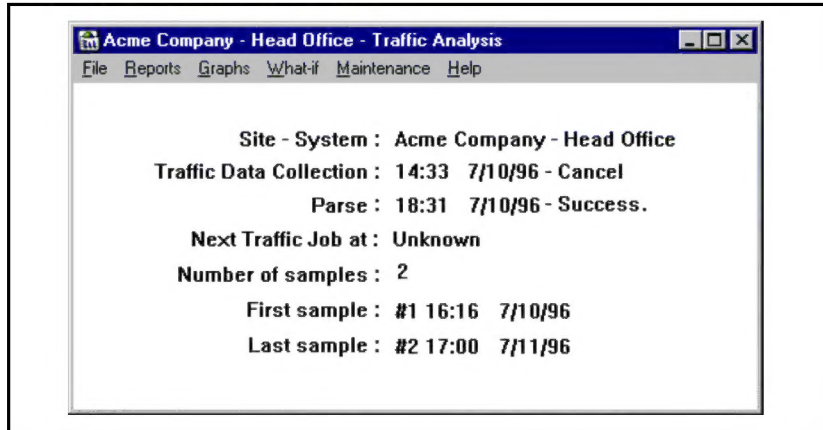
- 1 From the system window, click the **Telemanagement** menu item. This will display the MAT applications which have been assigned to the system Head Office under **Telemanagement** (e.g., Call Accounting, Call Tracking and Traffic Analysis).
- 2 To run Traffic Analysis, double-click **Traffic Analysis** from this menu. The Traffic Analysis main window will appear.

Assign Traffic Analysis to system (if not already assigned)

If Traffic Analysis has not been assigned to this system, it will not appear in the **Telemanagement** menu. To assign Traffic Analysis to this system, perform the following steps.

- 1 Click **Properties** from the File drop-down menu to access the System Properties dialog.
- 2 From the System Properties dialog, first enter a communications profile for Traffic Analysis by clicking the **Communications** tab. In the Communications Profile field, enter a profile for Traffic Analysis.

Figure 2
Traffic Analysis main window



- 3 Click the **Applications** tab to assign Traffic Analysis to this system. From the Communications Profile drop-down list box, select the communications profile which you just entered in the Communications tab. Click **Traffic Analysis** in the Applications list box to highlight it and turn on the **Enable** check box. Notice that the flag **Yes** will appear in the Enabled field next to Traffic Analysis in this list box.
- 4 Click **OK** to assign Traffic Analysis to this system. The Traffic Analysis icon will appear under **Telemanagement** for the system **Head Office**.

Set up Meridian 1 for traffic

Follow these steps to set up the Meridian 1 for traffic data collection. You only need to perform this step once when you initially set up Traffic Analysis.

- 1 Click **Traffic Data Collection** from the Maintenance drop-down menu of the Traffic Analysis main window.
- 2 Turn on the **Set up PBX for Traffic** check box. This enables the Meridian 1 to collect and transmit data.

Collect traffic data from Meridian 1

Follow these steps to collect traffic data from the Meridian 1.

- 1 Click **Traffic Data Collection** from the Maintenance drop-down menu.
- 2 Turn on the **Schedule Traffic Collection** check box.
- 3 From this dialog, click **OK** to start the traffic data collection. This will schedule, on an hourly basis, the load of traffic data from the Meridian 1 to a temporary data file **TRAFFIC.DMP** for parsing and report processing.

Once the system collects the initial traffic data, it will then parse it into files with the names **TFnnnn.DAT** (where **nnnn** identifies the type of report which will be generated).

If you used the MAT Call Accounting application to collect data from the Meridian 1 to the **TRAFFIC.DMP** file, then you only need to schedule a data parse procedure. To parse this collected data, enable the **Schedule Traffic Parse** check box from the Traffic Data Collection dialog. When you click **OK**, Traffic Analysis will schedule the data parsing procedure (similar to the **Schedule Traffic Collection** option except without traffic data collection).

Print traffic report for incoming & outgoing calls

Follow these steps to print a report for incoming and outgoing calls.

- 1 Before requesting a printed report, you must select your printer as the output device. From the Traffic Analysis window, click **File** and click **Specify Output Device** from its drop-down menu. In the resulting dialog, click **Printer** and click **OK**.
- 2 Click **Print Setup** from the File drop-down menu to select the printer for this report. Click **OK** to save this information and return to the Traffic Analysis main window.
- 3 To print the report, click **System Reports** from the Reports drop-down menu. The System Reports dialog appears.
- 4 Click on the **Report** down arrow to open the list of available system reports. To select the D-Channel Report, click **D-Channel**.
- 5 Click on the **Profile** down arrow to view a list of available profiles for the D-Channel report. Select **DCHANL.PRO - D-Channel Report**. This is the default report profile used to select data for the D-Channel Report.

- 6 Click **Edit** next to the Profile list box to access the Profile Editor for the DCHANL.PRO report profile. A dialog will appear listing the profile's description, options and parameters. You can enter information here to tailor the report.
- 7 In the Options list, click to select only the following items:

Incoming
Outgoing

De-select any other highlighted items in the list.
- 8 To save this default profile to a new profile name, click **Save As** from the File drop-down menu. In the Save As dialog, type: **DCHANL1.PRO** for the file name.
- 9 Click **Close** from the File drop-down menu to exit the Profile Editor and return to the System Reports dialog.
- 10 Click on the Filters down arrow to view a list of available filters for the report. Click **None**. This clears the Filters box so that the report includes all collected traffic data.
- 11 Click **OK** to print this report. A report status box indicates printing progress.

Help

As with the other MAT applications, Traffic Analysis contains an extensive Help facility which provides you with details on all of its functions and commands. At any time during your Traffic Analysis session, you can press <F1> or click **Help** to access information on a specific topic. You can also click **Help Topics** from the Help drop-down menu of the Traffic Analysis main window and search for Help using the Windows Help search functions.

To obtain help for a topic, press <F1> or click **Help** from the currently selected dialog or window. This will access the Windows Help function and display context sensitive help information on the current topic.

Once you have accessed Help, use it to scroll through the other help topics, search for a specific topic and print help information.